ATTENDANCE: Process for Submitting, Schedules, Attendance Codes, Absences

MASSACHUSETTS
Department of
Early Education and Care

- **Placements**
  - Placement Types
  - Placement Schedules

- **Attendance Overview**

- **Attendance Prerequisites**

- **Attendance Basics**

- **Common Issues**

- **Troubleshooting Questions**

- **Q&A**

Placement – Placement Type

- **Regular**
  - Child attends care on a set schedule regularly per week
  - Example: MWF every week

- **Intermittent**
  - School Age child attends PT on school days and FT on vacation days
  - Example: child in Before School Program but full day on closures

- **Flexible Schedule**
  - Child attends care on different days in different weeks
  - Enter number of days per week
  - Example: child attends 4 days per week, but days of the week are different

- **Intermittent Flexible Schedule**
  - Child needs a Flexible Schedule, but also requires FT or PT care on school closure days

- **School Closure Only**
  - Child attends care only on vacation days or when school is closed.
  - Cannot create if you have any Intermittent (or Intermittent Flexible) placement, and certain program types.

Placement – Schedule

- **Options:**
  - Weekly: Same schedule every week
  - Bi-weekly: Different schedule every other week
  - Four Week Alternate: Different schedule each week of the month

- **Depending on the selection, the days of the week will display on the Weekly Schedule based on the provider's calendar**
  - Select the coverage schedule for all available days

- **If Transportation is provided and covered, select Transportation for each day of the week**
  - This will enable the provider to enter transportation when entering attendance

Placement – Transportation

- **By default the Transport Eligible and the Wrap Around Service is set to NO**

- **If the provider provides Transportation, the questionnaire to determine transportation Eligibility must be answered. Based on the answers, CCFA will determine maximum allowable Transportation**
  - Subsidy Admin completes the paper form and obtains signature

Determine Transportation Eligibility

Is the distance between home and daycare less than half mile	○ Yes ○ No
Is a car available	○ Yes ○ No
Is public transportation available	○ Yes ○ No
Does parent or child have a disability that prevents the use of car/transport/walk	○ Yes ○ No
Does parents schedule prohibit transport to/from daycare to home?	○ Yes ○ No
Does public transport take more than 45 minutes to daycare	○ Yes ○ No
Does public transport take more than an hour between daycare and work	○ Yes ○ No

Transport Eligible: No

Is wrap around service provided	○ Yes ○ No
Does parents schedule prohibit transport to/from daycare to home	○ Yes ○ No

Wrap Around Service Eligible: No

Save   Close

Placement - Transportation

- **If the Provider provides transportation, select the Transportation Type on the schedule**
  - **0T – default is No Transportation**
  - 1I - for use in School Age placement where Provider provides 1 way transportation on regular days and not on school closure days
  - 1T - **Provider provides 1 way transportation on all days**
  - 2I - for use in School Age placement where Provider provides 2 way transportation on regular days and not on school closure days
  - **2T - Provider provides 2 way transportation on all days**

Placement – Transportation

- **Placements and Authorizations provide the maximum values for:**
  - Transportation
  - Hours billed: 30+ or under 30

- **Attendance documents actuals**
  - Attendance can be less than the maximum
  - If due to circumstances, you are authorized for 2 way transportation and only provided 1 way transportation, select the attendance code with 1 way transportation IN ATTENDANCE

- **If you provide transportation and the child did not show up, but you did**
  - The cost was incurred, and you bill the private pay families
  - You may enter that transportation in attendance, so it can be billed

EEC Funded Transportation Eligibility

(1)Is the distance between the child's home and child care < 0.5 miles?

(a) 0.5 Mile or Less Analysis: If Yes, no EEC funded transportation unless:	(b) More than 0.5 Mile Analysis: If no, the family may only qualify for EEC funded transportation provided that:	(c) Wrap Around Analysis: To be completed for all wrap around services regardless of distance from home to program:
STEP 1 • Does the family have a car? • Is public transportation available? **BOTH MUST = NO. IF EITHER OR BOTH = YES, NO EEC FUNDED TRANSPORTATION.**	**STEP 1:** • Does the family have a car? • Is public transportation available? **IF BOTH = NO, THEN EEC FUNDED TRANSPORTATION IS APPROVED.**	**STEP 1:** • Does the family have a car? • Is public transportation available? **IF BOTH = NO, THEN EEC FUNDED TRANSPORTATION IS APPROVED.**
STEP 2: ONLY IF BOTH QUESTIONS IN STEP 1 = NO **EEC FUNDED TRANSPORTATION MAY ONLY BE APPROVED IF ONE OF THE FOLLOWING EXISTS:** • If child's placement is BS, AS or BA and Parent's Activity schedule prevents transportation*; or • If child's placement is FT or PT and Parent's Activity schedule prevents transportation**; or • Child disability; or • Parent disability; or • Safety issue on route. *All wrap placements must answer both to determine eligibility during academic and school closure schedules. Non-wrap should only have to answer the first question. **If parent is using Travel Time as part of his/her service need, then the parent cannot select this to support need for EEC-funded transportation.	**STEP 2: ONLY COMPLETE IF EITHER OR BOTH QUESTIONS IN STEP 1 = YES** **EEC FUNDED TRANSPORTATION MAY ONLY BE APPROVED IF ONE OF THE FOLLOWING EXISTS:** • If child's placement is BS, AS or BA and Parent's Activity schedule prevents transportation; or • If child's placement is FT or PT and Parent's Activity schedule prevents transportation**; or • Child disability; or • Parent disability; or • Safety issue on route. *All wrap placements must answer both to determine eligibility during academic and school closure schedules. Non-wrap should only have to answer the first question. **If parent is using Travel Time as part of his/her service need, then the parent cannot select this to support need for EEC-funded transportation.	**STEP 2: ONLY COMPLETE IF EITHER OR BOTH QUESTIONS IN STEP 1 = YES** **EEC FUNDED TRANSPORTATION MAY ONLY BE APPROVED IF ONE OF THE FOLLOWING EXISTS:** • If child's placement is BS, AS or BA and Parent's Activity schedule prevents transportation; or • If child's placement is FT or PT and Parent's Activity schedule prevents transportation**; or • Child disability; or • Parent disability; or • Safety issue on route. *All wrap placements must answer both to determine eligibility during academic and school closure schedules. Non-wrap should only have to answer the first question. **If parent is using Travel Time as part of his/her service need, then the parent cannot select this to support need for EEC-funded transportation.

Placement – Creating Placements

Transportation Types
- 1I - for use in School Age placement where Provider provides 1 way transportation on regular days and not on school closure days
- 2I - for use in School Age placement where Provider provides 2 way transportation on regular days and not on school closure days

Placement – available actions

-- Select One --
Edit
Delete
Copy
Void
Terminate
Void and Copy
End and Create New
Monthly View
Child Care Voucher
Change End Date

Placement – When to use available actions

- **Delete**
  - When you want to remove the record from CCFA.
  - All attendance must be deleted
  - No billing can have been submitted

- **Void**
  - Use Void when you cannot delete a placement due to billing/attendance associated
  - Voids Clear all attendance and billing, so you must replace them ASAP or adjustments will result

- **Void and Copy**
  - Need to remove the placement and create a copy of the existing placement
  - See above

Attendance Overview

Family → Authorization → Placements → **Attendance** → Billing
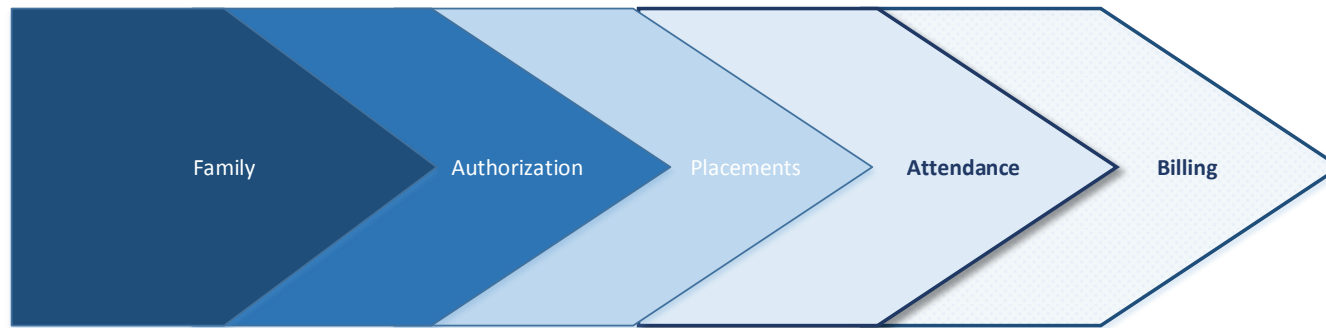
- **Attendance should be entered by the Provider**
  - Sometimes entered by the Provider Admin Org, CCRR or FCC

- **If you do not submit complete Attendance by the deadline, you will have to wait until the next month**
  - Providers with any voucher placements submit attendance (to the Subsidy Administrator) on or before the 13th of every month, for the previous service month(s)
  - Providers with contract placements only, must submit on or before the 20th
    - Leave enough time to complete attendance, submit invoices and allow the subsidy administrator sufficient time to approve and submit invoices, obtain PV signatures and deliver to EEC BY THE 20th

Attendance Overview – Who Can Enter Attendance?

- **Providers**
  - Providers *should* enter their own attendance
  - Submission for review reflects accuracy and completeness

- **Admin Orgs (FCCs, Center Based Administrative Orgs, CCRRs)**
  - Provider Admin Organizations *can* enter Attendance
  - This is not optimal or recommended
  - Submission for review reflects Admin Org has reviewed and approved of the paper submission and implies accuracy and completeness

- **The user/organization who submits the attendance will be the user/organization to answer questions as they arise**

Attendance Stage 1 – Provider Submits Monthly Invoices
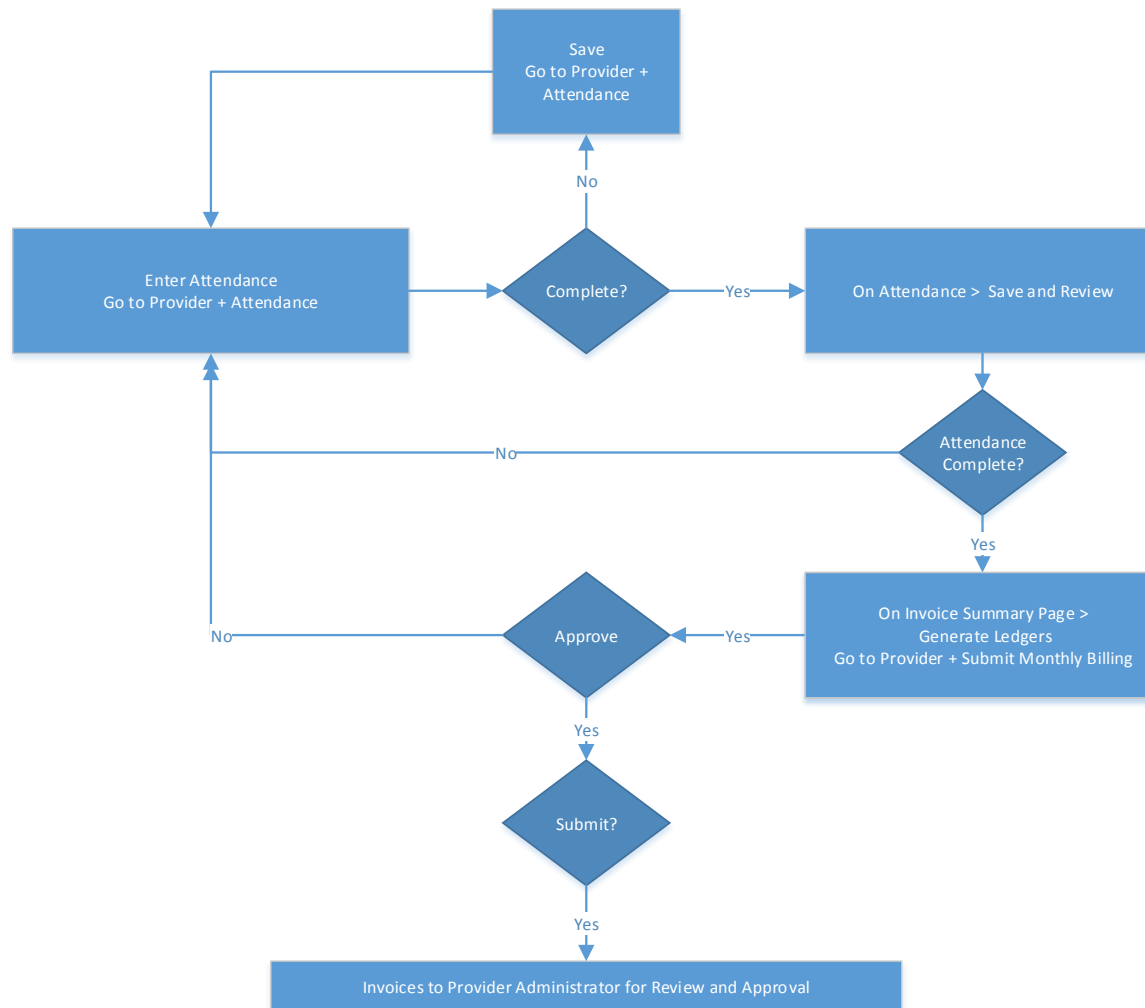
Once you have Submitted Monthly Billing in Provider + Submit Monthly Billing, Attendance is complete. The invoice is submitted for approval to the Subsidy Administrator. * Some Subsidy Administrators may perform some of the above functions for Providers. Work with the Subsidy Administrators to determine your required steps

Attendance Stage 1 – Provider Submits Monthly Invoices

- **Complete Attendance**
  - Enter Attendance and select Save until Attendance for that month is complete

- **On Attendance Page, select Save and Review**
  - This brings you to the Invoice Summary page, you do not have to select Provider + Submit Billing

- **Select Provider + Submit Billing**
  - This brings you to the Invoice Summary page
  - Select Generate Ledgers (only available if all billing statuses are Ready to Submit or Billed)

Attendance Stage 2 – Review and Submit Provider Invoice
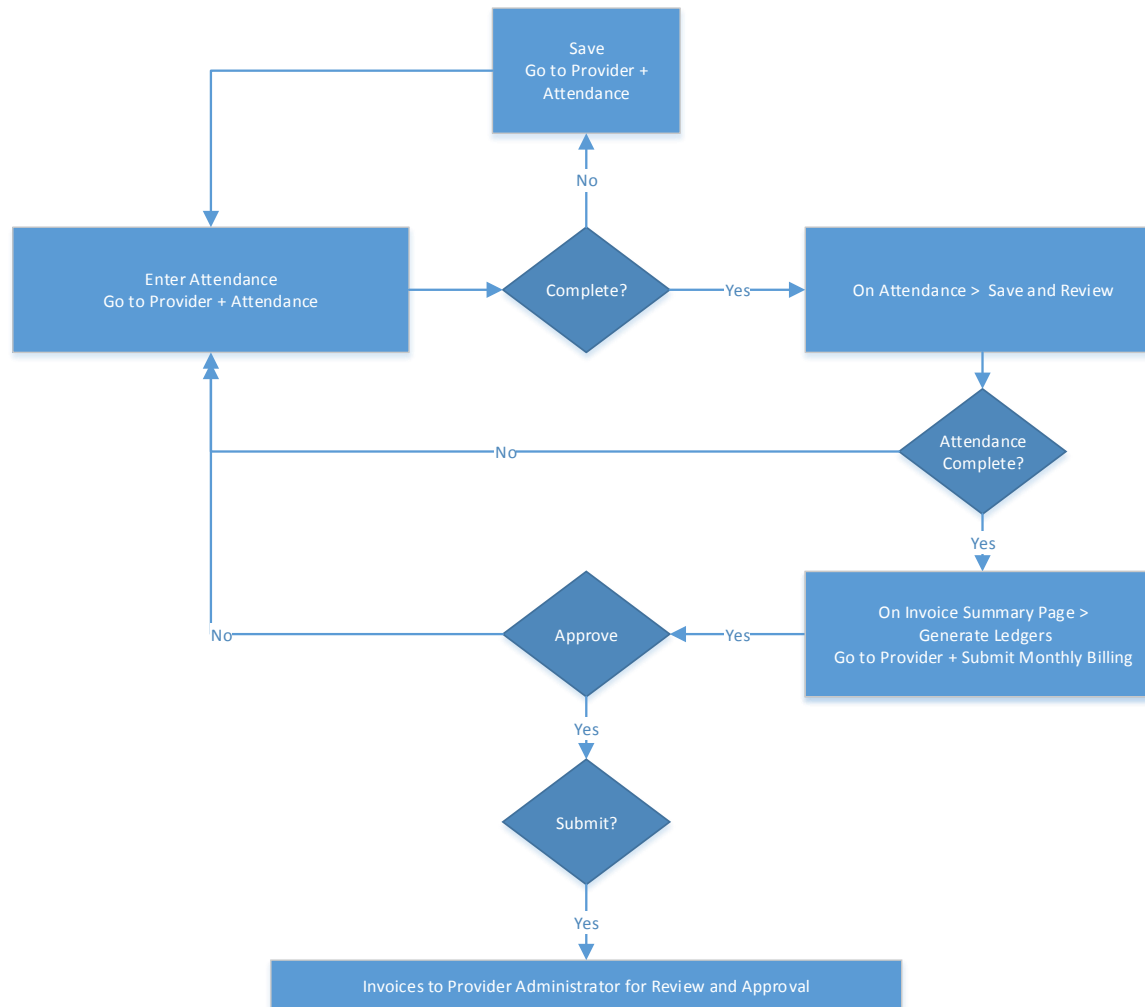
Once you have Submitted Monthly Billing in Provider + Submit Monthly Billing, Attendance is complete. The invoice is submitted for approval to the Subsidy Administrator. * Some Subsidy Administrators may perform some of the above functions for Providers. Work with the Subsidy Administrators to determine your required steps

Attendance Stage 2 – Review and Submit Provider Invoice

- **Select Billing + Pending Invoices**

- **Approve or Deny the invoice**
  - Denying an invoice makes the Attendance editable again

- **Select Review Submission**
  - This bring you to the Pending Invoices Page where Service Delivery Reports and exports are available

- **On the Pending Invoices Page, select Submit**
  - You can reject the invoice by using the black rewind icon at the beginning of the row

Attendance - Schedules

- **Regular**
  - Child attends care five days per week
  - Below shows change of month on Tuesday, so previous month is grey
  - For weeks where the child attended as scheduled, use 'As Scheduled' button to prepopulate
  - Enter Codes based on Program

Attendance - Month Total Codes

- **Month Total Codes:**

Code	Meaning	Code	Meaning
AS	After School	IPT	Intermittent Part Time
IFEA	Intermittent Full Time Explained Absences	IFT	Intermittent Full Time
EA	Explained Absences	IFUA	Intermittent Full Time Unexplained Absence
UA	Unexplained Absence	IPEA	Intermittent Part Time
IPUA	Intermittent Part Time Unexplained Absences	6M	Absences within 6 months
6MAS	After School Absences within 6 months	6 MBS	Before School Absences within 6 months
FT	Full Time	PT	Part Time

Attendance - Month Total Codes

- **The Month Total Codes display the total number of days each category has been selected for the month**

- **The 6M categories display the total number of absences for the child in that category for ALL Placements within the past 6 months**
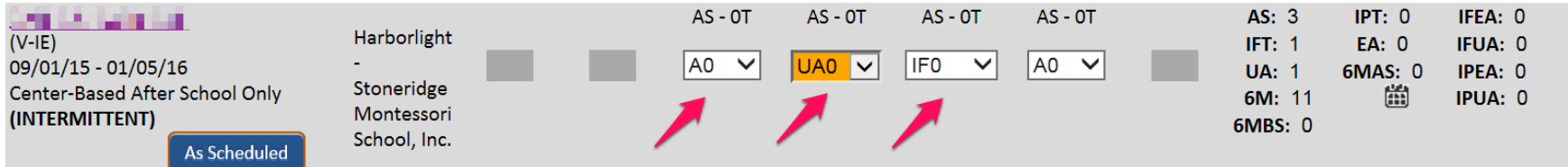
Attendance – Absence Total Codes

- **Absences are categorized by services provided**
  - 6M > All absences for all providers w/in the last 6 months
  - 6MAS > After School only absences for BAS placements, all providers w/in the last 6 months.
  - 6MBS > Before School absences only for BAS, all providers w/in the last 6 months

Schedules

- **Intermittent**
  - School Age child attends part time on school days and full time on vacation days.
  - Child in After School (AS) Program but full day on closures
  - A) – Attended
 - UA0 – Unexplained Absence
  - IF0 – Full Day Attendance due to School Closure


- **The total number of hours per week available for payment is dependent on the Authorization. If the Authorization is part-time but school was closed 5 days, you will only be able to enter up to 30 hours service in total per week**

- **CCFA will add this information to the Placement details in the future for reference**

Schedules

- **Flexible Schedule for 3 days per week, BAS**
  - Authorization is PT to cover 30 hours, but mark attendance and bill as FT
  - NA – Not Attended for Flexible wFF0 – Flexible Full Time for Center Based
  - here the number of service days is reached that week
  - UA0 – Unexplained Absence from both programs
  - ASEA – Explained Absence from After care – attended Before Care
  - FH below, represents the total number of Flexible Hours remaining to complete the Flexible Placement Days allotted. This will decrement as you enter attendance

| FAMILY 1 AND 2, JACOB (V-IE) 12/01/15 - 11/20/16 Center-Based Before and After School (FLEX) | Harborlight - Stoneridge Montessori School, Inc. | | | FF0 | NA | UA0 | ASEA | | FT: 2 PT: 0 UA: 1 6M: 1 6MBS: 0 | EA: 0 FH: 20 6MAS: 1 |

Schedules

- **Intermittent Flexible Schedule**
  - Child attends care on Intermittent basis, but also on a Flexible schedule (3 days)
  - No Option for As Scheduled to prepopulate
  - EA0 is an absence from Before and After School
  - IFF0 is a full day due to school closure
  - NA is a date not attended by Flexible Placement if the service days number is reached
  - BSEA is Before School Only Explained Absence (After School was Attended)

FAMILY 1 AND 2, EVAN
(V-DTA)
12/01/15 - 11/30/16
Center-Based Before and After School
(INTERMITTENTFLEX)

Harborlight - Stoneridge Montessori School, Inc.

| | | EA0 | IFF0 | NA | BSEA | |

FT: 1	IPT: 0	IFEA: 0
PT: 0	EA: 1	IFUA: 0
IFT: 1	FH: 4	IPEA: 0
UA: 0	6MAS: 0	IPUA: 0
6M: 1	🗓	
6MBS: 1		

- **The total number of hours per week available for payment is dependent on the Authorization. If the Authorization is part-time but school was closed 5 days, you will only be able to enter up to 30 hours service in total per week**

- **CCFA will add this information to the Placement details in the future for reference**

Schedules

- **School Closure Only**
  - Child attends care only on vacation days or when school is closed
  - Note 'OCCASIONAL' is under the program on the left
  - IF0 – Intermittent Full Time
  - NA – Not Attended. This is the default for this placement

- If you provide regular services for fewer days per week than you provide school closure services. (Regular schedule is MFW After School, on closure can be M-F)
  - Create a placement for the regular services
  - Create another placement for School Closure Only services for M-F
  - NOTE: CCFA does not allow this configuration yet. CCFA is being modified to accommodate this situation.

Attendance Codes

- **Affect how you are paid**
  - For a Before and After School child who is absent from After School but attended Before School, payment for absences depends on the 6 month absence totals and number of unexplained absences in a row
    - UA means did not attend either
    - ASUA means after school unexplained absence
    - BSUA means did not attend Before School ONLY

- **It is important to use the correct Code**
  - NA should be used for Flex Schedule on Days not used AFTER number of Days is met. If flex is 4 days, then 4 days are marked with either present or absent codes, the rest will be NA
  - All absences should be marked, CCFA makes the determination regarding payment
  - See Updated Attendance Codes Cheat Sheet for specific explanations

- **CCFA will limit codes presented to be valid for your program**

- **Documenting Before <u>or</u> After School absence for a Before <u>and</u> After School child**
  - If the child attends before and after school programs and is absent from only one, you will use the before or after school (BS or AS) explained or unexplained absence(EA or UA) with Transportation (0, 1 way or 2 way) using the following codes:
    - BSUA0, BSUA1, BSUA2 - before school unexplained absence 0, 1, or 2 way Trans.
    - BSEA0, BSEA1, BSEA2 - explained
    - ASUA0, ASUA1, ASUA2 – after school unexplained absence 0, 1, or 2 way Trans.
    - ASEA0, ASEA1, ASEA2 -explained

Absences – How to find Absence History

- ## Attendance Page
  - See above screen shots, able to see 6M, 6MAS, 6MBS totals
  - Note: These totals currently have some known issues

- ## Family Details
  - Select a family
  - Under the family members section on the right, select the child link
  - For scenarios where the child has more than one absence type, like Before and After School absences, the total number of absences is displayed

Absence Counts						
Attendance Month	**August, 15**	**September, 15**	**October, 15**	**November, 15**	**December, 15**	**January, 16**
Consecutive Absences	No	No	No	No	No	No
Total Absences	0	0	1	0	1	0

- ## Days Absent Report
  - Select Reports + > General Reports + > Days Absent Report

Attendance – Rejected Attendance

- **When Attendance has been rejected, you need to determine if billing has been submitted to the Admin Org**
  - Is it an Attendance Issue or a Placement Issue?
  - If an Attendance Issue, can adjust Attendance using Billing + Adjustments
  - If a Placement Issue, you may need to void the Placement

- **A "how to video" will be produced with step by step instructions**

- **You cannot enter Full Day attendance and the child was there a Full Day**
  - The Authorization may be for PT. May need with Flex, Intermittent or School Closure Placement
  - Are you the school closure provider only? If so, check with the Admin Org to ensure that a closure day is created
  - Are you the BAS and school closure provider? Is the closure day created? If yes, contact the Admin Org to ensure that the schedule was set up and Intermittent

- **Possible Issues**
  - Is Attendance entered for ALL children? This is the most common. ALL Contract and Voucher children must be complete
  - Is there another provider who may have entered attendance?
  - Does the number of hours exceed the FT/PT placement?
  - Flexible Sch: Did the child exceed the number of days allowed?

- **You selected Preschool Codes for a School Age Child**
  - Refer to the Attendance Codes Cheat Sheet.

Common Issues

- **How do I tell if my attendance is complete?**
  - Go to Provider + Submit Monthly Invoices
  - Look at the status of the month in question
  - If the status is Incomplete, you have missing attendance

- **Can I see which of my providers have complete attendance in a single view?**
  - Yes, go to your Home and select the Attendance Tab
  - All providers' attendance status is listed in one view

- **Attendance Status is Incomplete, how do I find the incomplete record?**
  - Go to Provider + Attendance
  - Click on Review and Submit
  - CCFA will display the list of records for which attendance is incomplete

Common Issues

- **The attendance looks complete, but it cannot be submitted**
  - Are you a CCRR looking at a Provider who has contract slots?
  - CCRRs cannot see contract slots
  - The Provider contract attendance must be completed to submit at the same time

- **I need to enter full time for summer vacation on Before and After School placements and cannot**
  - Are you using the same placement for the school year and summer vacation?
  - Think about creating two different placements, one for the school year for Before and After School Services and one for school vacation for School Age services

- **Was the placement created to reflect the proper attendance?**
  - Can I enter all applicable attendance and absences? If not, discuss the placement with the Subsidy Administrator

- **Is a reassessment overdue?**
  - The authorization may be ended. Contact the Subsidy Administrator

- **Cannot delete Attendance?**
  - You cannot delete attendance if billing has been submitted
  - Void and create new attendance

- **Is the child too old for the placement?**
  - Need a new placement or exempt the child from existing placement. See Placement presentation

Specific How To

- **If you are unable to complete attendance because CCFA gives a message that the child is over the authorization**
  - Check the Authorization and previous weeks' attendance
  - If the child is NOT over the limit that week, the running totals maintained by CCFA may be incorrect
  - To reset, go to the problem week on attendance
  - Remove attendance for the week
  - Select SAVE, and continue to perform attendance. **This is important to reset the totals that are maintained**
  - Enter attendance again
  - Select SAVE
  - Then complete attendance

Handouts and Reference Documents

- **Handouts**
  - Slot Management Presentation
  - Attendance Basic Steps
  - Attendance code cheat sheets, monthly and daily
  - Absence basics and policies defined/explained

- **Reference documents**
  - ADD PLACEMENT GUIDE
  - 12/15/2015 CCFA Aging Up Placements Presentation

Questions & Answers